



HILLINGDON  
LONDON

# Pay As You Go Home Contents Insurance APPLICATION



London Borough of Hillingdon **does not insure** your furniture, belongings or decorations against theft, fire, vandalism and burst pipes and other household risks.

London Borough of Hillingdon and Thistle Insurance Services Ltd can offer tenants and residents the chance to insure the contents of their homes.

This pay as you go home contents insurance policy has been designed to meet the demands and needs of those living in social housing who wish to insure their possessions.

Based on the information which has been provided to you if you are unsure whether this insurance policy is right for you please contact London Borough of Hillingdon also referred to as the Administrator.

### **Payment of the premium**

Premiums can be paid alongside your rent. Please see the premium tables on pages 6 & 7. When you are accepted onto the scheme you will receive a welcome letter which will advise you of the amount you need to pay and when the first payment has to be made.

### **Insurance for your furniture, TV, clothing, carpets, electrical items and general household goods**

When you take out this insurance most of your household goods and contents will be insured in your home. The insurance also covers replacement of external locks if your keys are lost or stolen and the contents of your fridge/freezer. There is also cover for personal liability, and cover for damage to your landlords fixtures and fittings which you may be legally responsible for under the terms of your tenancy agreement. Full details of the policy cover and exclusions, which include a £50 excess for all Accidental Damage claims, are available on request before you apply for cover.

### **Insurance against fire, theft, vandalism, water damage and other household risks**

These are examples of the types of risk your contents will be insured for. Full details of the policy cover and exclusions are available on request before you apply for cover. Enclosed with this application pack is an Insurance Product Information Document.

### **Optional Extras**

In addition to your standard contents cover, you have the option to add any of the following additional covers at an extra cost:

- Personal possessions cover (cover for possessions away from the home)
- Cover for the structure of garden huts, greenhouses and garages
- Hearing aid cover
- Wheelchair cover
- Extended Accidental damage cover is included as standard

*A £50 excess applies in respect of Accidental Damage Claims.*

## 'New-for-Old' insurance

All your home contents are covered by the policy on a 'new for old' basis, with the exception of linen and clothing which will be replaced at their current cost, less an amount for wear and tear. When you are working out the cost of your insurance, you will need to work out how much it will cost to replace all of your contents as new.

## Special low minimum sums insured

The lowest amount that can be insured is:

- £4,000 for residents who live in sheltered accommodation
- £5,000 for all other tenants.

## Payment Methods

Pay As You Go – If you select to pay weekly - this is called a Pay As You Go policy. This means your insurance cover is in place as long as you continue to pay your premiums.

## Cost of Insurance

You can work out the cost of your insurance by following these easy steps:

1. Use the do-it-yourself valuation sheet opposite to work out how much cover you need.
2. Now refer to the premium tables on pages 5 & 6 to select the premium you will pay.

## You can use the below to work out your Premium

Standard Cover inc Accidental Damage	£	<input type="text"/>	1	Insert in box 1 depending on the cover selected the premium for your sum insured.
Personal Possession	£	<input type="text"/>	2	If you have selected any of the optional covers insert the premium in boxes 2 to 5.
Wheelchairs	£	<input type="text"/>	3	
Hearing Aids	£	<input type="text"/>	4	
Sheds & Garages	£	<input type="text"/>	5	Add boxes 1 to 5 together and place the total in box 6.
Total Weekly Premium	£	<input type="text"/>	6	If you need help working out your premium you can contact your the Administrator on 01895 556666.



### How to apply

**Option 1:** Complete the application form. Make sure that you answer all the questions, and all applicants sign in the signature box(es) on the declaration page. Once you have completed the form, detach it and either take it or post it to London Borough of Hillingdon, Housing Charges Team - Tenants Insurance Team, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW.

If you are completing the form electronically, please use option 2.

**Option 2:** Complete the application form. Make sure that you answer all the questions, and insert all applicants names in the signature box(es) on the declaration page. Once you have completed the form, use the CLICK & SUBMIT button on the declaration page. Or save the document and email to: [housingcharges@hillingdon.gov.uk](mailto:housingcharges@hillingdon.gov.uk)

### Keeping up the payments

- To make sure that you are always covered you must keep up to date with your payments.
- You will not be allowed to make a claim unless your payments are up to date.
- Your insurance may be cancelled if you don't keep your premiums up to date.

### Start date

London Borough of Hillingdon will write to you with details of your new rent, insurance premium and the date when it starts which will be the date the insurance cover starts.

- Cover will start as soon as your application has been accepted.
- A welcome letter, policy wording, Insurance Product Information Document and certificate of insurance detailing the sum insured, premium and cover will be sent to you as soon as possible. Your premium will be added to your rent account.

### What is a Pay As You Go policy?

- By choosing a Pay As You Go policy, we will endeavour to provide you with your policy terms including your Certificate of Insurance prior to the Scheme Anniversary.
- The Scheme Anniversary will be the point when we communicate any changes to the terms of your policy, it will also contain a statement of price and information about cancellation.

### Special Notes

- If during the period of your insurance cover your home is likely to be unoccupied (e.g. through hospitalisation, extended holiday) for more than 60 days in a row, or if there is any change in your risk circumstances such as a change of address, you will have to advise the Administrator either in writing or by phone.
- Remember, it is your responsibility to establish that the sum insured is sufficient to cover all your household items and personal effects as new.
- You do need to have a clear rent account to be accepted on the scheme.

**London Borough of Hillingdon suggests all tenants take out home contents insurance, either through our specialist scheme or by making your own arrangements.**

**If you wish to apply complete the application form attached.**

## Cost of Insurance

Standard Cover including Extended Accidental Damage	
Sum Insured	Weekly Premium
* £4,000	£0.43
£5,000	£0.54
£6,000	£0.65
£7,000	£0.75
£8,000	£0.86
£9,000	£0.97
£10,000	£1.08
£11,000	£1.18
£12,000	£1.29
£13,000	£1.40
£14,000	£1.51
£15,000	£1.61
£16,000	£1.72
£17,000	£1.83
£18,000	£1.94
£19,000	£2.04
£20,000	£2.15
£21,000	£2.26
£22,000	£2.37
£23,000	£2.47
£24,000	£2.58
£25,000	£2.69
£26,000	£2.80
£27,000	£2.90
£28,000	£3.01
£29,000	£3.12
£30,000	£3.23
£31,000	£3.33
£32,000	£3.44
£33,000	£3.55
£34,000	£3.66
£35,000	£3.76
£36,000	£3.87
£37,000	£3.98
£38,000	£4.09
£39,000	£4.19
£40,000	£4.30

These costs include Insurance Premium Tax at the current rate.

**\* £4,000 - £40,000 for residents who live in sheltered accommodation**

**£5,000 - £40,000 for all other tenants**

*A £50 excess applies in respect of Accidental Damage Claims.*

## Optional Extras Table

Option Type	Sum Insured	Weekly Premium
Personal Possessions (cover away from the home)	£1,000	£0.90
	£2,000	£1.80
	£3,000	£2.70
	£4,000	£3.60
	£5,000	£4.50
Wheelchairs	£1,000	£1.10
	£2,000	£2.19
	£3,000	£3.29
	£4,000	£4.40
	£5,000	£5.50
Hearing Aids	£1,000	£1.10
	£2,000	£2.19
	£3,000	£3.29
Structure cover for: Sheds, Garages, Greenhouses	£500	£0.33

All premiums include insurance premium tax at the current rate.

# Important Information

## What is Pay As You Go Home Contents Insurance and what does it cover me for?

Pay As You Go Home Contents Insurance is a tenants insurance policy that provides standard contents cover for your belongings (not used for business purposes) within your home.

## What happens if I take out cover and then change my mind?

The policy provides you with a 14 day cooling-off period to decide whether you wish to continue. This is subject to certain terms, full details are shown in the full policy wording which is available on request.

## How do I notify a claim under Pay As You Go Home Contents Insurance

To make a claim please contact Ageas Insurance Limited. Their details can be found in the policy booklet which will be sent to you.

## How do I make a complaint about my Pay As You Go Home Contents policy?

If you have a complaint about the insurance policy or the handling of a claim you can write to us at the address shown below or email us through our website at [www.ageas.co.uk/make-a-complaint](http://www.ageas.co.uk/make-a-complaint) (please include your policy number and claim number if appropriate).

Our address:  
Customer Services Adviser  
Ageas House  
Hampshire Corporate Park  
Templars Way  
Eastleigh  
Hampshire  
SO53 3YA

If Ageas are unable to resolve the problem they will provide you with information about the Financial Ombudsman Service.

Please note that if you don't refer your complaint within the six months, the Financial Ombudsman Service won't have our permission to consider your complaint and therefore will only be able to do so in very limited circumstances, for example, if it believes that the delay was as a result of exceptional circumstances. If you choose to take a dispute to the courts, this contract is governed by English law, and you and we agree to submit to the non-exclusive jurisdiction of the courts of England and Wales.

- The Application Form is a record of the information you provided us with. This information is used to apply terms and conditions to your policy.
- You must ensure that all questions have been fully completed and the answers are true and correct to the best of your knowledge and belief.
- If there are any inaccuracies or omissions let the Administrator know immediately.
- **FAILURE TO DO THIS MAY MEAN THAT YOUR POLICY BECOMES INVALID OR DOES NOT OPERATE IN THE EVENT OF CLAIM**
- You should keep a copy of all information and correspondence you supply to the administrator in connection with your application. A copy of this form will be supplied on request for a period of three months after its completion.
- You are not covered until your application has been accepted by the Administrator.





# DIRECT DEBIT

Direct Debit payers have a choice of payment dates; you can pay weekly (Monday to Friday) or 1<sup>st</sup> Monday of the Month or any day of the month (excluding 1,2,3,4,5,6 & 7).

Please complete the form below and send it to: **Residents Services, Housing Charges Team, 2N Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW.**

**Please remember to enter your name and address on the other side of the slip.**

This guarantee should be detached and retained by the Payer.



## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the London Borough of Hillingdon will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the London Borough of Hillingdon to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by the London Borough of Hillingdon or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the London Borough of Hillingdon asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

## Instruction to your Bank or Building Society to pay Direct Debit



Please fill in the form and send to: Residents Services, Housing Charges Team, 2N Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW

Originator's Identification number

9 2 2 6 4 7

Housing Services Acc number

FOR LONDON BOROUGH OF HILLINGDON

This is not part of the instruction to your Bank or Building Society.

Please tick to show when you want to pay.

Weekly Day	<input type="checkbox"/>	1 <sup>st</sup> Monday	<input type="checkbox"/>	Monthly date excluding 1,2,3,4,5,6,7	<input type="checkbox"/>
------------	--------------------------	------------------------	--------------------------	--------------------------------------	--------------------------

To: The Manager Bank/Building Society

Address

Postcode

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Instruction to your Bank or Building Society  
Please pay London Borough of Hillingdon Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.  
I understand that this Instruction may remain with London Borough of Hillingdon and if so, details will be passed electronically to my Bank / Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account.



A large rectangular area defined by a solid black border, intended for a photograph or drawing. A dashed horizontal line runs across the top of this area, starting from the scissors icon on the left.

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

## Personal Details

PLEASE USE CAPITAL LETTERS WHEN FILLING IN THIS FORM

Are you a tenant of London Borough of Hillingdon?

Your Full Name (Mrs/Ms/Miss/Mr/other)

(Joint tenants + Co-habitees must be named)

Address

Mobile No:

Email address

Post Code

Telephone no.

Date of Birth

Contents Sum Insured required\* £ \_\_\_\_\_

*A £50 excess applies in respect of Accidental Damage Claims.*

If you require any of the additional covers below (at extra cost) please tick the appropriate box and specify the amount of cover you require

a) Personal Possessions (cover away from the home)  
(available in bands of £1,000 up to max £5,000)

£

b) Gardens Huts, Garages & Greenhouses

£500

c) Hearing Aids (available in bands of £1,000 up to max £3,000)

£

d) Wheelchairs (available in bands of £1,000 up to max £5,000)

£

Where did you hear about this insurance scheme?

\*It is important that the sum insured chosen (in round sums of £1000) is sufficient to cover the full replacement cost of all your household goods and personal effects.

### For Office Use Only

Premium £

Sent Date

## To be answered by the applicant

**PLEASE ANSWER ALL THE QUESTIONS BELOW.  
WE CAN ONLY CONSIDER YOUR APPLICATION ONCE ALL  
THESE QUESTIONS HAVE BEEN ANSWERED.**

(Please tick the correct box in answer to the questions below)

- |  | <b>Yes</b>            | <b>No</b>             |
|--|-----------------------|-----------------------|
| 1. Is your home self-contained with its own separate lockable front door?  | <input type="radio"/> | <input type="radio"/> |
| 2. Is this property your permanent home and occupied only by yourself and members of your immediate family normally living with you? | <input type="radio"/> | <input type="radio"/> |
| 3. Does the amount of insurance you have chosen cover the full cost of replacing all your household goods and personal belongings?   | <input type="radio"/> | <input type="radio"/> |

If you have answered NO to any of the above questions, please give more details below (use a separate sheet if more space is needed).

- |   | <b>Yes</b>            | <b>No</b>             |
|---|-----------------------|-----------------------|
| 4. Do you ever leave your home empty or unattended for more than 60 days in a row?                            | <input type="radio"/> | <input type="radio"/> |
| 5. Is your home used for running a business?  | <input type="radio"/> | <input type="radio"/> |
| 6. Have you or anyone living with you ever been refused insurance or had special terms imposed by an insurer? | <input type="radio"/> | <input type="radio"/> |

If you have answered YES to any of the above questions, please give more details below (use a separate sheet if more space is needed).

- |   | <b>Yes</b>            | <b>No</b>             |
|---|-----------------------|-----------------------|
| 7. Have any incidents occurred in the last three years which would have caused you to make a claim for household contents or personal effects, whether or not you were insured at the time? | <input type="radio"/> | <input type="radio"/> |

If you have answered YES to the above question, please give us the following information (use a separate sheet if more space is needed)

Date(s) of incident(s)

What caused the loss (theft, water damage etc.)?

Value of goods lost or damaged?

- |  | <b>Yes</b>            | <b>No</b>             |
|--|-----------------------|-----------------------|
| 8. Do you or anyone living with you have any unspent criminal convictions other than motoring convictions, or have any prosecutions pending? | <input type="radio"/> | <input type="radio"/> |

If you have answered YES to the above question, please tell us:

Date of conviction or charge?

Nature of offence?

Penalty received (fine, custody etc.)?

Your age at the time?

# Declaration

**PLEASE READ THE DECLARATION BELOW CAREFULLY BEFORE SIGNING IT**

(to be completed after entering the information requested opposite and overleaf)

1. I/We agree to advise the Administrator if any of the answers to questions 1-8 above should change.
2. I/We declare that all questions have been fully completed and the answers are true and correct to the best of my/our knowledge and belief. Failure to answer truthfully and completely may mean that your policy becomes invalid or does not operate in the event of a claim. If you are in any doubt please contact London Borough of Hillingdon, Housing Charges Team - Tenants Insurance Scheme, Civic Centre, High Street, Uxbridge, UB8 1UW, Tel: 01895 556666.
3. I/We declare that we understand the contents of this completed application including the important information for applicants on page 7 of this form.
4. I/We declare that Ageas Insurance Limited may contact my/our present insurer for further information.
5. I/We undertake to pay the premium when called upon to do so.
6. I/We understand that any incident we give details of in this application may be checked against the Claims and Underwriting Exchange database. The aim is to help check the information provided and also to prevent fraudulent claims. When you tell us of an incident that occurs in the future, we will pass information relating to this to the database.

## Special Note

If during the period of your insurance cover, your home is likely to be unoccupied (e.g. through hospitalisation, extended holiday) for more than 60 days in a row you must contact the Administrator to establish whether cover can continue.

Signature(s)

Joint tenants should both sign unless  
they are married to each other

Signature(s)

Joint tenants should both sign unless  
they are married to each other

Date

**This document is available in large print and Braille if required.**

**If you are completing the application form electronically please make sure the form is fully completed and click the 'SUBMIT' button to submit your application.**

Underwritten by **Ageas Insurance Limited**

Registered office: Ageas House, Hampshire Corporate Park,  
Templars Way, Eastleigh, Hampshire SO53 3YA

**ageas.co.uk**

Registered in England and Wales Company No 354568

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register No 202039.

# Ageas Insurance Limited - Important Notice

## Privacy Notice

The details provided here are a summary of how we collect, use, share, transfer and store your information. If you'd like to read our full Privacy Policy please visit our website [www.ageas.co.uk/privacy-policy](http://www.ageas.co.uk/privacy-policy) or contact our Data Protection Officer at: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA, or by emailing [thedpo@ageas.co.uk](mailto:thedpo@ageas.co.uk).

Your insurance adviser will have their own uses for your personal data and this will be covered in their terms and conditions document, commonly known as a terms of business agreement. Please ask your insurance adviser if you'd like more information about how they use your personal information.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>